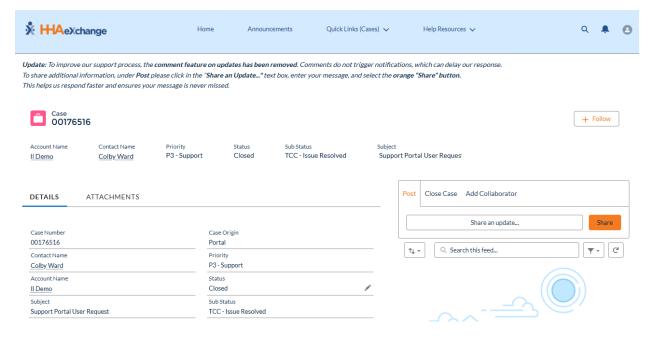
## Salesforce Case Collaborator

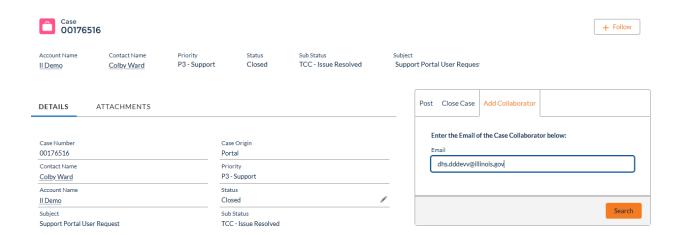
The Salesforce Collaborator functionality on cases in SalesForce allows users to add external or internal contacts to the case. The contacts can then stay informed of updates to the case and provide support if needed. Updates to cases can be accessed via e-mail or the Support Portal directly, and collaborators may comment on cases to which they've been added.

To add a collaborator to a case, follow the steps below:

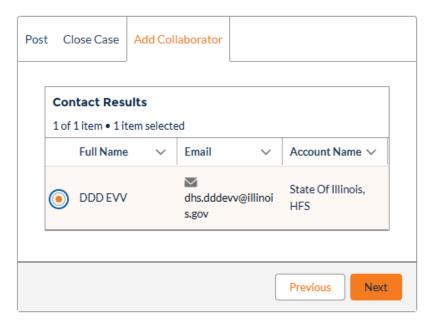
1. Navigate to the Case that you want to add a Collaborator to using "Quick Links" button at the top of your screen.



2. Click "Add Collaborator" and type in the state operating agency's e-mail address. Then, click "Search".



3. Select the user you are adding to the case by selecting the radio button next to their full name and then clicking the "Next" button.



- 4. The success message will appear. Select whether you'd like to add more collaborators. If Yes, repeat process. If No, click "Next" and the workflow will be finished.
- 5. Collaborators will be able to view your Case using their account and navigating to Quick Links > My Collaborator Cases

